

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Kannan Srinivasan and
Michael I. Shamos
U.S. Serial No.: 09,804,728
Filed: March 13, 2001
Docket No.: 01-172

METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION

VIA EXPRESS MAIL: EL 857781924 US

Assistant Commissioner for Patents
Washington, D.C. 20231

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In regard to the above-identified application, please make the following change of address in your records so that all correspondence can be promptly received.

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Respectfully submitted,

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Date: November 13, 2001

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